

Relay Iowa 2011 FCC Complaint Report

6/1/10 to 5/31/11



CapTel--Complaints

Customer stated that their CapTel device was not receiving captions when dialing through Qwest.

Inquire Date 6/15/2010
Record ID 21429
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 6/15/2010
Resolution 6/15/2010

Customer Service directed customer to CapTel customer service to have their device rebooted. Issue was resolved and customer was satisfied.

CapTel--Complaints

Customer stated the CapTel device they received is requesting that they set up service with Sprint Relay.

Inquire Date 8/16/2010
Record ID 21692
Call Taken By Operations Mgr
CA Number
Responded By Barb
Response Date 8/16/2010
Resolution 8/26/2010

Relay Manager discovered that the device was programmed for the incorrect state. A home visit with the Relay Iowa Outreach Project Manager was scheduled to reprogram the device. Relay Iowa Outreach Project Manager was able to assist the customer with reprogramming and customer was satisfied.

CapTel--Complaints

Customer stated their display on their CapTel device display has lines through it.

Inquire Date 8/16/2010
Record ID 21750
Call Taken By Program Mgr
CA Number
Responded By Lori
Response Date 8/20/2010
Resolution 8/20/2010

Relay Iowa Outreach Project Manager did a home visit with the customer to check device. A replacement device was ordered. The device was received and customer was satisfied.

CapTel--Complaints

Customer stated the display on the CapTel device had a checkerboard pattern on it.

Inquire Date 9/8/2010
Record ID 21950
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/8/2010
Resolution 9/8/2010

Customer Service provided the telephone number for the distributor of the CapTel equipment. Customer was satisfied.

CapTel--Complaints

Customer stated that in the middle of their CapTel call they lose captions.

Inquire Date 3/28/2011
Record ID 24280
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/28/2011
Resolution 3/28/2011

Customer Service discovered the customer had a CapTel 200 with DSL on the same line, without a DSL Filter. Customer Service explained how to resolve the issue. Customer was satisfied.

CapTel--Complaints

Customer stated they have not been receiving captioning on their CapTel phone using Qwest phone lines.

Inquire Date 4/5/2011

Record ID 24793

Call Taken By Customer Service

CA Number

Responded By Tina

Response Date 4/5/2011

Resolution 4/5/2011

Customer Service provided the telephone number for CapTel Customer Service to obtain the Qwest workaround. Customer was satisfied.

CapTel--Complaints

Customer stated they have not been receiving captions on their CapTel 200 phone.

Inquire Date 4/13/2011

Record ID 24797

Call Taken By Customer Service

CA Number

Responded By Tina

Response Date 4/13/2011

Resolution 4/13/2011

Customer Service discovered the customer had another device plugged into the CapTel phone. Customer also stated they have Qwest telephone lines. Customer Service suggested a splitter so both devices could be plugged into the same outlet and provided the telephone number for CapTel Customer Service to acquire the Qwest workaround. Customer was satisfied.

CapTel--Complaints

Customer requested assistance with placing and receiving calls with CapTel.

Inquire Date 4/22/2011

Record ID 24812

Call Taken By Program Mgr

CA Number

Responded By Lori

Response Date 4/25/2011

Resolution 5/11/2011

Relay Iowa Outreach Project Manager has set up a home visit in May to assist the customer. Relay Iowa Outreach Project Manager was able to assist the customer and customer was satisfied.

CapTel--Complaints

Customer stated their CapTel equipment was not working properly.

Inquire Date 5/9/2011

Record ID 25840

Call Taken By Customer Service

CA Number

Responded By Tina

Response Date 5/9/2011

Resolution 5/9/2011

Customer Service explained about the issues with digital phone lines and directed customer to their provider. Customer Service provided the number for Telecommunications Access of Iowa for equipment assistance. Customer was satisfied.

**External Complaints--
Miscellaneous**

Customer is unable to place long distance calls through the relay using Iowa Telecom as their provider.

Inquire Date 11/23/2010

Record ID 22261

Call Taken By Lead CA

CA Number

Responded By Bill

Response Date 11/24/2010

Resolution 12/3/2010

Lead CA stated information would be forwarded to the technical department. The technical department verified the profile was set correctly for the customer and discovered that the carrier was blocking the customer. Iowa Telecom reset the customer's account and test calls were placed, which were successful. Customer was notified and satisfied.

**External Complaints--
Miscellaneous**

Customer stated they have been unable to place a long distance call through the relay with Media Com.

Inquire Date 2/2/2011
Record ID 23460
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/2/2011
Resolution 2/2/2011

Customer Service stated the relay would contact Media Com. Customer Service discovered an phone service outage in the customer's area due to the weather. Customer was notified and satisfied.

**External Complaints--
Miscellaneous**

Customer stated they had a poor experience with the distribution program and Deaf Services Unlimited. Customer stated they wanted to report the incident.

Inquire Date 2/24/2011
Record ID 23470
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/24/2011
Resolution 2/24/2011

Customer service directed the customer to Telecommunications Accessible Iowa and Deaf Service Unlimited to report their concerns. Customer understood.

**External Complaints--
Miscellaneous**

Customer stated the phone does not ring when you call their number.

Inquire Date 3/7/2011
Record ID 24268
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/7/2011
Resolution 3/7/2011

Customer Service directed customer to their telephone provider to check the phone line. Customer was satisfied.

**External Complaints--
Miscellaneous**

Representative from Media Com assisting their client that is unable to process a call through the relay. Customer is receiving a recording that states the number has been disconnected.

Inquire Date 3/11/2011
Record ID 24321
Call Taken By Lead CA
CA Number
Responded By Jessica
Response Date 3/11/2011
Resolution 3/24/2011

Lead CA attempted to acquire customer information but the representative did not have the requested information. Lead CA stated that without customer information the technical department would be unable to look into this issue. Customer stated they would call back with information. Issue was resolved when the customer's sons contacted the relay.

**External Complaints--
Miscellaneous**

Inquire Date 3/14/2011
Record ID 24275
Call Taken By Lead CA
CA Number
Responded By Melody
Response Date 3/14/2011
Resolution 3/14/2011

Customer was unable to process a call using a calling card through the relay.

Lead CA explained that the card number was coming up invalid and stated the customer may want to try and redial to the relay or contact AT&T for information in regards to this card. Customer was satisfied.

**External Complaints--
Miscellaneous**

Inquire Date 3/24/2011
Record ID 24322
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/24/2011
Resolution 3/24/2011

Customer stated that his mother is unable to place a call through the relay.

Customer Service explained about the error message that was being received and directed the customer to their long distance provider. Customer was satisfied.

**External Complaints--
Miscellaneous**

Inquire Date 3/24/2011
Record ID 24271
Call Taken By Program Mgr
CA Number
Responded By Lori
Response Date 3/9/2011
Resolution 3/9/2011

Customer stated they received a Relay Iowa Survey and was upset as they have been attempting to get equipment from the program for several months.

Relay Iowa Outreach Project Manager discovered the customer did not have any issues with the relay, but had current issues with the Equipment Program. Relay Iowa Outreach Project Manager provided the telephone number for Telecommunications Access of Iowa.

**External Complaints--
Miscellaneous**

Inquire Date 4/4/2011
Record ID 24791
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/4/2011
Resolution 4/4/2011

Media Com representative was assisting a customer who is unable to dial a specific number. Customer is receiving a recording stating the number is temporarily disconnected or has changed area codes.

Customer Service placed a test call to the customer and received the same recording. Customer Service explained that the number is not a working number. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

***Inquire Date 9/15/2010
Record ID 21945
Call Taken By Supervisor
CA Number
Responded By Lori
Response Date 9/15/2010
Resolution 9/15/2010***

Supervisor suggested that the customer contact their local telephone company and report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

***Inquire Date 1/17/2011
Record ID 22718
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/17/2011
Resolution 1/17/2011***

Customer Service suggested that the customer contact their local telephone company and report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

***Inquire Date 2/24/2011
Record ID 23468
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/24/2011
Resolution 2/24/2011***

Customer Service suggested that the customer contact their local telephone company and report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

***Inquire Date 3/22/2011
Record ID 24276
Call Taken By Lead CA
CA Number
Responded By Melanie
Response Date 3/22/2011
Resolution 3/22/2011***

Lead CA suggested that the customer contact their local telephone company and report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/19/2011
Record ID 24785
Call Taken By Customer Service
Mgr
CA Number
Responded By Diane
Response Date 4/19/2011
Resolution 4/19/2011***

Customer has been receiving fraudulent phone calls through the relay.

Customer Service Manager suggested that the customer contact their local telephone company and report the incident to law enforcement. Customer Service Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/16/2011
Record ID 25829
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 5/16/2011
Resolution 5/16/2011***

Customer has been receiving fraudulent phone calls through the relay.

Supervisor suggested that the customer contact their local telephone company and report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

***Service Complaints--
Miscellaneous***

***Inquire Date 7/12/2010
Record ID 21611
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/12/2010
Resolution 7/12/2010***

Customer stated that their profiled connect mode had changed and asked how that was possible.

Customer Service apologized and made the appropriate update to the customer's profile. Customer was satisfied.

***Service Complaints--Poor Vocal
Clarity/Enuciation***

***Inquire Date 11/5/2010
Record ID 22194
Call Taken By Lead CA
CA Number 4045
Responded By Bill
Response Date 11/5/2010
Resolution 11/5/2010***

Customer stated the CA did not express inflection in their voice, which made the CA appear rude.

Lead CA apologized and stated the CA would be counseled. CA was counseled and customer was satisfied.

Technical Complaints--711 Problems

Inquire Date 11/20/2010
Record ID 22206
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 11/20/2010
Resolution 11/20/2010

Customer stated they dialed 711 and were connected to relay customer service.

Lead CA apologized and provided the toll free telephone number to access the relay. Lead CA attempted to gather information to forward to the technical department, but customer disconnected.

Technical Complaints--711 Problems

Inquire Date 11/20/2010
Record ID 22205
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 11/20/2010
Resolution 11/20/2010

Customer stated that when they dial 711, they are connected to customer service.

Lead CA provided the toll free number to access the relay. Lead CA explained that additional information was needed for the technical department to investigate. Customer stated that they would try the toll free number and then disconnected.

Technical Complaints--711 Problems

Inquire Date 11/21/2010
Record ID 22259
Call Taken By Lead CA
CA Number
Responded By Miranda
Response Date 11/23/2010
Resolution 5/31/2011

Customer stated that whenever she dials 711 or the toll free number for relay, she reaches relay customer service instead of the relay.

Lead CA placed test calls and discovered that the relay numbers were working properly. Lead CA forwarded information to the technical department. Lead CA provided a different toll free number to access the relay, which the customer was able to use. Customer was satisfied. Customer Service has attempted to contact customer for further information for the technical department, but there has been no answer.

Technical Complaints--711 Problems

Inquire Date 12/10/2010
Record ID 22606
Call Taken By Lead CA
CA Number
Responded By Miranda
Response Date 12/14/2010
Resolution 3/31/2011

Customer stated that when dialing 711, they reach customer service, not the relay.

Lead CA apologized and information was forwarded to the technical department. The technical department continues to work with Media Com to resolve the translation issue. 711 translation was restored by Media Com. Customer was notified.

Technical Complaints--711 Problems

Inquire Date 12/12/2010
Record ID 22607
Call Taken By Supervisor
CA Number
Responded By Lori
Response Date 12/14/2010
Resolution 3 /31/2011

Customer stated that when dialing 711, they reach customer service, not the relay.

Supervisor apologized and information was forwarded to the technical department. The technical department continues to work with Media Com to resolve the translation issue. 711 translation was restored by Media Com. Customer was notified.

Technical Complaints--711 Problems

Inquire Date 12/27/2010
Record ID 22575
Call Taken By Lead CA
CA Number
Responded By Bill
Response Date 12/27/2010
Resolution 12/27/2010

ATT Customer Care representative stated that a relay customer was attempting to dial 711, but was being connected to their office instead.

Lead CA attempted to acquire information, but representative was unable to provide customer information. Lead CA suggested if customer reached their office again, to ask the customer to contact relay customer service directly. Representative understood.

Technical Complaints--711 Problems

Inquire Date 1/26/2011
Record ID 22848
Call Taken By Customer Service Mgr
CA Number
Responded By Diane
Response Date 1/26/2011
Resolution 2/1/2011

Customer stated they are unable to reach the relay by dialing 711. Customer stated that Fiber Com is their telephone provider.

Customer Service Manager apologized and provided the toll free number to access relay. Customer Service Manager stated the relay would contact their Fiber Com to report the translation issue. Fiber Com was contacted and translation issue was resolved. Customer was satisfied.

Technical Complaints--711 Problems

Inquire Date 2/25/2011
Record ID 23304
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 2/25/2011
Resolution 3/31/2011

Customer requested to set up a profile for Media Com as their long distance provider. Customer stated that 711 is not working properly and every time they dial it they reach Customer Service.

Supervisor forwarded the information to the technical department. Profile was implemented. Customer Service has attempted to contact the customer to acquire information concerning the customer's local provider, in order to correct the translation issue. There has been no further contact from the customer. 711 translation was restored by Media Com. Customer was notified.

**Technical Complaints--Busy
Signal/Blockage**

Customer has had difficulty reaching the relay, stating that sometimes it takes up to an hour to get a CA. Customer stated that they often get the courtesy message and hang up and dial back to the relay.

Inquire Date 8/31/2010
Record ID 21748
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 8/31/2010
Resolution 8/31/2010

Supervisor explained that if the relay is busy at that time, the customer's call will be handled in the order it is received by the relay. Supervisor explained that the customer will receive a CA quicker by staying on the line. Customer understood. Calls were answered at 96% for the day.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Customer requested Fiber Com as their long distance provider through the relay.

Inquire Date 1/4/2011
Record ID 22878
Call Taken By Lead CA
CA Number
Responded By Mike
Response Date 1/4/2011
Resolution

Lead CA explained that Fiber Com was not a participating provider with the relay. A temporary profile was offered and implemented. Fiber Com has been contacted to become a participating provider through the relay. There has been no further contact at this time. As of 5/31/2011, Fiber Com was still not a participating provider through the relay.

**Technical Complaints--
Miscellaneous**

Customer stated that they have difficulty connecting with the relay.

Inquire Date 6/25/2010
Record ID 21431
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 6/25/2010
Resolution 6/25/2010

Customer Service discovered that the customer was connecting ASCII. Profile was implemented and test calls were placed, which were successful. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Customer stated they have are unable to answer calls placed through the relay.

Inquire Date 10/27/2010
Record ID 22034
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/27/2010
Resolution 10/27/2010

Customer Service explained how to answer calls through the relay. Customer Service placed test calls, which were successful. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Customer stated their phone rang and when they answered they were connected with the relay. Customer does not want to be dialed again.

**Inquire Date 11/21/2010
Record ID 22260
Call Taken By Lead CA
CA Number
Responded By Chuck
Response Date 11/21/2010
Resolution 11/21/2010**

Lead CA apologized and explained how relay calls are placed. Lead CA directed customer to their telephone provider for call options and customer hung up.

**Technical Complaints--
Miscellaneous**

Customer stated they are unable to call a specific number through the relay.

**Inquire Date 11/29/2010
Record ID 22211
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 11/29/2010
Resolution 11/29/2010**

Customer Service placed a test call to the number and received a VRS recording. Customer Service explained the VRS recording to the customer. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Customer stated they are unable to place a call through the relay. Customer gets connected with the CA but the call will not go through.

**Inquire Date 1/28/2011
Record ID 22853
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/28/2011
Resolution 1/28/2011**

Customer Service did some trouble shooting with the customer and discovered they were not dialing out correctly from their equipment. Customer Service explained how to dial out with the equipment and did a test call with the customer that worked properly. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Customer stated their hearing son has been unable to reach the relay as they keep receiving typing whenever they dial the toll free number.

**Inquire Date 2/2/2011
Record ID 23215
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 2/2/2011
Resolution 2/2/2011**

Supervisor forwarded information to the technical department. The technical department discovered the son's number had an incorrect connect mode set, which was corrected. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 4/22/2011
Record ID 25598
Call Taken By Lead CA
CA Number
Responded By Bill
Response Date 4/22/2011
Resolution 4/28/2011

Customer requested Windstream as their long distance provider through the relay.

Lead CA discovered customer was from New Mexico but dialing through Relay Iowa. Lead CA stated someone would return their call. Customer Service returned a call to the number provided and there is no one there that is deaf or calls anyone in Iowa. Customer Service is unable to follow up with this issue due to an invalid contact number.

**Technical Complaints--
Miscellaneous**

Inquire Date 5/26/2011
Record ID 26369
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 5/27/2011
Resolution 5/31/2011

Customer stated they are unable to place a call to a specific number through the relay.

Lead CA explained the signal that they were receiving and their information would be forwarded to relay management. Customer Service has attempted to contact the customer but there has been no answer.
